

(19) World Intellectual Property Organization  
International Bureau



(43) International Publication Date  
10 April 2003 (10.04.2003)

PCT

(10) International Publication Number  
WO 2003/029920 A3

(51) International Patent Classification<sup>7</sup>: G06F 17/60

(21) International Application Number:  
PCT/US2002/030733

(22) International Filing Date:  
27 September 2002 (27.09.2002)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:  
60/325,195 28 September 2001 (28.09.2001) US  
60/325,194 28 September 2001 (28.09.2001) US  
60/325,218 28 September 2001 (28.09.2001) US  
10/073,142 13 February 2002 (13.02.2002) US  
10/073,151 13 February 2002 (13.02.2002) US  
10/073,141 13 February 2002 (13.02.2002) US

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(81) Designated States (national): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TN, TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZM, ZW.

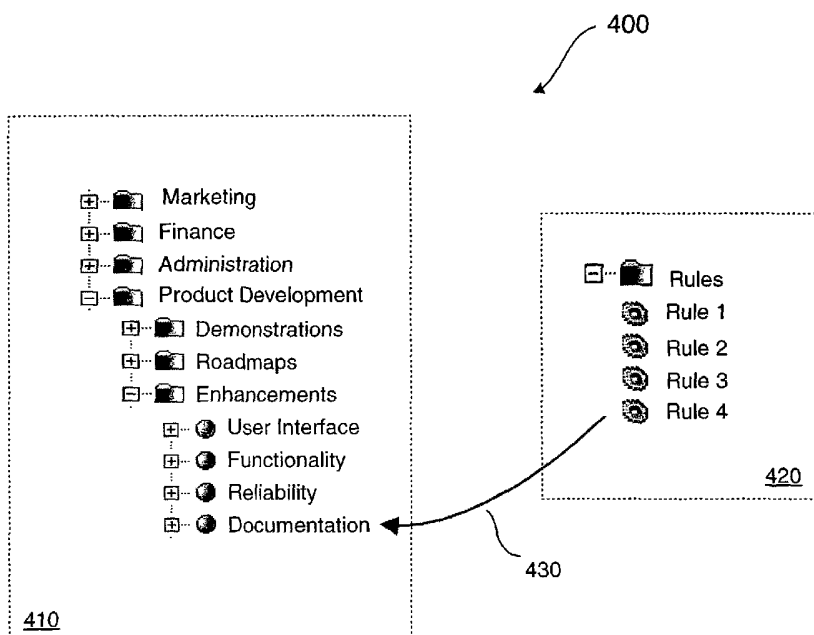
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(84) Designated States (regional): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, SK,

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[Continued on next page]

(54) Title: SYSTEM AND METHOD FOR IMPROVING OPERATIONAL EFFICIENCY THROUGH PROCESS AUTOMATION



(57) Abstract: The present invention addresses the aforementioned needs by providing a mechanism that improves operational efficiency through process automation. An embodiment of a user interface screen (400) includes two user interface screen portion (410, 420). User interface screen portion (410) includes a hierarchical structure of folder objects, thereby organizing ongoing work within the organization.

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TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

*For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.*

**Published:**

- *with international search report*
- *before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments*

**(88) Date of publication of the international search report:**

8 April 2004

# INTERNATIONAL SEARCH REPORT

PCT/US02/30733

**A. CLASSIFICATION OF SUBJECT MATTER**

IPC(7) : G06F 17/60

US CL : 705/7, 8

According to International Patent Classification (IPC) or to both national classification and IPC

**B. FIELDS SEARCHED**

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 705/7, 8

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

WEST 2.0, CAS ONLINE, DIALOG

**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 5,870,545 A (DAVIS et al) 09 February 1999, see entire document.	1-31
A	US 5,937,388 (DAVIS et al) 10 August 1999, see entire document.	1-31
A	US 5,999,911 A (BERG et al) 07 December 1999, see entire document.	1-31
A	US 6,041,306 A (DU et al) 21 March 2000, see entire document.	1-31

Further documents are listed in the continuation of Box C.  See patent family annex.

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Date of the actual completion of the international search

01 DECEMBER 2002

Date of mailing of the international search report

**18 FEB 2004**

Name and mailing address of the ISA/US  
Commissioner of Patents and Trademarks  
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Washington, D.C. 20231

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